

NH DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE DIRECTIVE	CHAPTER <u>Fiscal Management</u> STATEMENT NUMBER <u>3.19</u>
SUBJECT: <b>RETAIL STORE</b>  PROPONENT: <u>John Sanfilippo, Warden</u> <i>Name/Title</i> <u>Commissioner's Office 271-8016</u> <i>Office Phone #</i>	EFFECTIVE DATE <u>07/01/05</u>  REVIEW DATE <u>09/15/06</u>  SUPERCEDES PPD# <u>3.19</u>  DATED <u>09/15/03</u>
ISSUING OFFICER:   <u>Stephen J. Curry, Commissioner</u>	DIRECTOR'S INITIALS _____ DATE _____  APPENDIX ATTACHED: YES _____ NO _____
REFERENCE NO: See reference section on last page of PPD.	

- I. PURPOSE:  
To establish guidelines for the operation of the Department of Corrections Retail Store (Corrections Creations).
- II. APPLICABILITY:  
To all staff involved in the operation of the retail store (Corrections Creations) especially the Director of Administration; Wardens; Administrator of Industries and Administrator of Programs.
- III. POLICY:  
It is the policy of the Department of Corrections that the retail store (Corrections Creations) will function as a public sales showroom for New Hampshire Correctional Industries products and inmate produced hobbycraft items. The store will operate using proper accounting procedures as established by the State of New Hampshire and administered by the department's Inmate Account Office.
- IV. PROCEDURES:
- A. Hours of Operation
    1. Tuesday - Friday 10:00 am - 5:00 pm. Closed Mondays, Saturdays and Sundays.
    2. Hours are subject to change as needed
  - B. Staffing
    1. Two or three minimum security inmates will cover the hours of operation.
    2. Correctional Industries shall employ civilian store clerks to oversee store operations and supervise the inmates during hours of operation.
    3. Civilian staff will complete the required training in accordance with PPD 4.01.
  - C. Accounting
    1. Industries:  
All retail sales are by check or credit card except for State agencies and existing Industries customers who may purchase or order items upon presentation of an official State of New Hampshire purchase order or company purchase order. All checks

received must show customer's address, phone number or credit card number. If a check is returned due to insufficient funds, a fee of \$25.00 or 5% of the face value of the check, whichever is greater, should be collected in addition to the face amount of the original check. We are also directed to collect an additional fee to cover charges that the bank adds on for their fee.

2. Hobby Craft:  
All sales are by check or credit card
3. Three part receipts will be issued for each individual sale with one copy given to the customer, one for back up to the daily bank deposit and one retained for audit purposes.
4. Monies received from the sale of Correctional Industries/Hobby Craft products will be deposited in the bank on a daily basis.
5. Funds received from checks and credit card sales of hobby craft items will not be made available to inmates until the accounts are reconciled. It is estimated this process will take 6-8 weeks after the sale date.
6. Correctional Industries personnel will reconcile the total of the Industries and the hobby craft A-15 logs to the total of the sales slips and bank deposits. Verification of the reconciliation will be documented and kept on file in the accounting office at the retail store.
7. Hobby craft items will be marked up 10%, which will go to the Industries revolving account for handling and overhead.

D. Inventory Control

1. All Industries and hobby craft items will be transported to the retail store through the central warehouse.
2. All items delivered to the store will be listed on separate inventory sheets for Industries and inmate hobby craft.
3. Under the supervision of staff, the inmate will transfer the items listed on the inventory sheets to individual perpetual inventory cards so as to maintain an accurate daily balance of all items in the store.
4. The inmate hobby craft inventory listings will identify the inmate name and number to credit the proper account when the item is sold.
5. If an item that an inmate sends out to the retail store for sale is accidentally damaged while en route or while at the retail store, they can send an inmate request slip to the retail store requesting one of the following options:
  - a. They can reduce the price of the damaged item.
  - b. They can authorize the disposal of the damaged item.
  - c. They may continue to try to sell the item for full price.
  - d. They may request the item be returned for repair as authorized by the hobby craft supervisor

E. Hobby Craft Items

The Industries and Programs Administrator will establish procedures to insure that:

1. Each facility Administrator designates a person to be in charge of hobby craft for their facility. That person will set general standards that hobby craft products to be made meet the following criteria:
  - a. No copywritten materials
  - b. No items that promote sex, drugs, alcohol or violence
  - c. Nothing that will discredit the Department of Corrections
  - d. Items will be reviewed for marketability (quality, cost and good taste)
  - e. The Warden's decision as to what products can be sold is final.
2. Inmate cash withdrawal slips for items sold at the retail store will be returned to the Hobby Craft Foreman for inventory control. The foreman will distribute the cash withdrawal slips.
3. All inmates participating in hobby craft are given the opportunity to sell items at the retail store.

4. No item sent to the retail store will be kept for more than 180 days. If an item fails to sell after the 180 days, the inmate will be notified in writing to dispose of, mail out or donate the item.
  5. Hobby craft items sent to the retail store on Wednesdays for an inmate's family or friends should be picked up within seven (7) days.
  6. When an inmate is released from custody they have 14 days to remove their property from Hobbycraft. If this is not done it will be disposed of in accordance with PPD 3.28 (Abandoned Property).
  7. Inmates are not allowed to conduct a business while incarcerated. Taking orders and producing a product in hobby craft is conducting a business.
  8. Inmates who sell items at the retail store may not exceed a \$5,000 yearly profit.
- F. Customer Feedback  
The Administrator of Industries should develop procedures to provide for written feedback from the retail store's customers on product and pricing recommendations, etc.

#### REFERENCES:

Standards for the Administration of Correctional Agencies  
Second Edition. Standards

Standards for Adult Correctional Institutions  
Fourth Edition. Standards

Standards for Adult Community Residential Services  
Fourth Edition. Standards

Standards for Adult Probation and Parole Field Services  
Third Edition. Standards

Other

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